



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

South African Airways (SOC) Ltd

Request for Information for the Supply of

**Business Class Linen Products & Blankets for the
Economy Class, to SAA**

RFI-GSM004/2024

REQUEST FOR INFORMATION

Instructions on Completion of Request for Information Document.

Sections 2 are to be completed by the vendor.

SAA will be glad to accept any information you can offer on the commodity as stated.

This request for information must be completed in English and to include cost estimates.

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Section 1

1.1 Background

SAA is an African carrier with global reach and one of the first commercial airlines on a global scale, reflecting its professionalism and strong roots. Pride and heritage are part of the make-up of SAA. It is an important requirement for SAA that customers connect with our brand in a personal, relevant and memorable manner.

The continued advancement in technology has had great impact in organizations across industries and even greater to the Aviation Industry. The development in technology has heightened the imperative for SAA (SOC) Ltd to seek more information on the latest offerings in the market in view of Onboard products to remain competitive in its onboard operations. These products are provided to our passengers onboard the aircraft to make their journey more comfortable. Operating as efficiently as possible while ensuring passenger comfort and satisfaction has never been more important than it is today in the Aviation Industry.

It is critical for SAA to build a globally consistent, differentiated product that links into its brand image to ensure a preferred carrier status in the marketplace. The variety of products afforded to the Business and Economy passengers are an important aspect that defines SAA and builds brand loyalty with our customers.

1.2 Objectives

The RFI (Request for Information) is intended to provide the required insight into the market offerings and competitiveness to enable informed decision making on possible improved quality product for the linen and blankets whilst ensuring cost efficiencies. SAA invites vendors to submit their specific proposals for linen and blankets compared to the currently utilized onboard and as per the specifications for Comfort and Catering linen for use onboard in the Business Class cabins and Blankets for use in the Economy Class cabin

Our objectives are (*but not limited to*):

- To improve our onboard products in line with the recent innovations to achieve industry leading service levels.
- To source new ideas for linen, pillow inners, blankets that are value for money, environmentally sustainable
- To procure and provide advanced onboard product offering that is compliant with global standards, products that provides:

- unmatched maximum comfort to our passengers onboard and with
- additional creative support, in design for the new linen and blankets for SAA.

➤ Bidders to provide samples and options with indicative costing.

1.3 BUSINESS REQUIREMENT

1.3.1 PRODUCT TYPES REQUIRED:

A. The Catering Linen:

Mainly exists of tray tablecloths, napkins, multipurpose liners i.e. for the breadbasket. SAA preference would be to have a woven pattern as part of the design of the linen but if this is difficult to achieve then other solutions can be proposed to have a design element and/or branding elements applied. The proposed quality of linen must be highly rotatable and therefore washable.

The below design is a preference but more options to be proposed by the bidder:



Current specifications:

Item	Material	Size	Finish	Proposal
Napkin	100% cotton - OR - Up to a combination of appr. 60% cotton and 40% polyester or vendor can propose	L: 480 W: 480	Matte with gloss dotted stitch pattern or design options to be proposed by vendor Fully twisted in warp and weft, Mercerized Colour: white	
Tray Tablecloth	100% cotton - OR - Up to a combination of 60% cotton and 40% polyester or	L: 580 W: 350	Matte White Cotton with Gloss Spear Pattern Stitch (shown in Grey) or design options to be proposed by vendor	

	vendor can propose		Fully twisted in warp and weft, Mercerized Colour: white	
Multipurpose Liner	100% cotton - OR - Up to a combination of 60% cotton and 40% polyester or vendor can propose	L:540 W:255	Matte with gloss dotted stitch pattern or design options to be proposed by vendor. Fully twisted in warp and weft, Mercerized Colour: white	

B. Comfort linen, used in Business Class:

Mainly exists of pillow covers, pillow inners, duvet inners, duvet covers and a padded seat cover. Comfort linen is given for flights mainly on wide body aircraft. Seating has the functionality of being placed fully flat. Currently the passenger receives a duvet which consists of a duvet cover and a duvet inner.

SAA is keen to replace this with 1 item instead of these 2 items i.e. 1 comforter or similar instead of a duvet cover and a duvet inner.

The proposed quality of linen must be highly rotatable and therefore withstand industrial washing.

Current specifications are as follows:

Item	Description	Sizes	Further Information	Proposal
Duvet Cover	100% cotton OR - Up to a combination of 60% cotton and 40% polyester Proposals to be made	L: 1770 W: 1050 Flap: 210	Fully twisted in warp and weft, Mercerized Double stitching Colour: off white/cream	
Comforter (combination duvet cover plus inner). This is the preferred solution	Proposals to be made	L: 1770 W: 1050	Stitching: diamond stitching across entire comforter to keep the inner in place or any other proposals to be made. Colour: to be discussed with vendor. This is a new product for SAA – please propose solutions	
Padded seat bed cover	Material: cotton upholstery Filling: 510 grams filling. Item must be able to withstand several washes. It must improve the softness of the seat considerably.	L 1300 W 580	The seat in Business Class on international sectors converts in a full flatbed mode. To make the passenger's seat more comfortable and softer (especially passenger's	

			back), a padded seat cover is offered. The seat cover needs to fold up in a size as small as possible i.e. fold up twice or three times or rolled, so it can be stored in overhead compartments.	
Pillowcase	100% cotton OR - Up to a combination of 60% cotton and 40% polyester Proposal can be made	L: 630 W: 450 with 40mm Oxford	Fully twisted in warp and weft, Mercerized Colour: off-white/cream	
Pillow inners can be proposed	Filling to be proposed to match type of service and to fit sizes as per pillowcases			

C. Blankets for Economy Class:

The current blanket is made of Modacrylic. Bidders can propose same or similar or any other solution which works well for the aviation industry. This will remain a rotatable item, so the blanket does not be able to be washed multiple times. Please add all detail including number of washes in your proposal.

Current specification is as follows:

_Item	Material	Size		Finish	Proposal
Blanket	100% modacrylic - WEIGHT per sqm: 250 Grams - SIZE:130 x 180 cm - ENDS per cm13 - PICKS per cm12 - WARP yarn count:48/2 Tex - WEFT yarn count: 90 Tex - YARNS staple ring spun with polyester fibre	L: 130 W180 cm		Clean Cut, hemmed on 4 sides, label with logo to be sewn in with on reverse of label washing instructions. Label to have SAA identification and production date	

D. Functionality

The primary objective is to provide maximum comfort onboard the aircraft for our passengers in line with international best practice. In this regard:

- The product sustainability is an important factor in this regard.
- The supplier shall demonstrate that it has established and is able to maintain a quality system. This quality system shall be in accordance with international standards and duly documented.
- It is critically important that the product conforms to international aviation best practices
- Please supply as much information for us to understand which products are on your offer. It is understood that not any one vendor may be able to supply all products. Nothing sells as well or makes hearts warm as a good story so if your product has a good story to tell then please do add it to your offer.
- Bidders are required to provide samples with their submission for tactical testing and options with indicative costing.

1.4 SAA's intent for the request of information is to establish:

- The type of innovation and respective capabilities in the supply market
- The potential quality and costs of such products

1.5 RFI closing date & time:

Date: 14 August 2024

Time: 15:00 South African Time (GMT+2.00)

*All questions must be sent by e-mail to: ntombimasikane@flysaa.com by no later than the **10 August 2024 @ 16h00**.*

1.6 All Documents and Samples must be dropped off at:

Main Reception Gate (*The tender box is situated inside the security office*).

SAA Airways Park Jones Road

OR Tambo International Airport

Kempton Park

NB: No award will be made following the RFI process; however, the subsequent request for bid (RFP) **may** be restricted to those who responded to the RFI.

Section 2

(To be completed by Supplier)

Supplier Information

2.1) Name of company: _____

2.2) Company registration number: _____

2.3) Address of company:

Postal Address:

Street Address:

_____	_____
_____	_____
_____	_____

Company's internet address:-

2.4) Contact person:

Name: _____

Designation: _____

Telephone number: _____

Fax number: _____

2.5) Names of the directors of your company:

Name: _____ Designation: _____

_____	_____
_____	_____

2.6) Total number of Employees: _____

2.7) Declaration:

The information supplied in this document is correct and complete to the best of my knowledge and accurately reflects the capability of:

(Company name) _____

Signature: _____

Date: _____

Name: _____

This RFI is signed in my capacity as: _____

Section 3

(To be read very carefully by supplier)

Standard conditions for Request for Information

1. INTERPRETATION AND DEFINITIONS

1.1 Definitions:

The expressions defined below shall have the meanings hereby assigned to them unless inconsistent with the context of a particular proposal, agreement, contract or order.

1.1.1 “Company”: South African Airways (SOC) Ltd

1.1.2 “Closing date”: the date and hour specified in the document

2. REQUEST FOR INFORMATION INVITATION

2.1 Request for Information Preparation

All cost in the preparation, presentation and demonstration will be for the account of the vendor. All supporting documentation and manuals submitted in response to this request for information will become “company’s” property unless otherwise stated by the vendor at the time of submission.

2.2 Confidentiality

The information obtained through this request for information will be regarded as confidential; however, South African Airways (SOC) Ltd does not accept liability for any information which may become public.

2.3 No binding Agreement

It must be clearly understood that no business will be awarded to any vendor out of this request for information. Prices submitted with the request for information are for information only and no vendor will be held to any price submitted. South African Airways (SOC) Ltd further reserves the right to contact individual Vendor’s to obtain further information should this be deemed necessary.

Responses from this RFI may be used to pre-screen potential bidders for the RFP process.

2.4 Samples

Vendors may, as part of their response, submit samples, brochures or documentation of the products supplied by the vendor. Samples, brochures and documentation submitted will be returned to the vendor only on request.

3. REQUEST FOR INFORMATION DOCUMENTS

3.1 Document requiring completion and return

Vendor's must complete and submit the following documents as part of their response:

- a) Prescribed request for information documents
- b) Any information required in the request for information

3.2 Amendment of documents by South African Airways (SOC) Ltd

South African Airways (SOC) Ltd may, at any time prior to the deadline for lodging request for information, amend of the documents or extended the time for lodging documents by notice in writing to the prospective Vendor's. (Any amendments under this clause will become part of the request for information).

4. PREPARATION OF REQUEST FOR INFORMATION

4.1 Language of document

The request for information and all correspondence and documents related to the request for information exchanged by the vendor and South African Airways (SOC) Ltd shall be written in English.

5. SUBMISSION OF REQUESTS FOR INFORMATION

All requests for information must be:

5.1 Address and marking of requests for information

All requests for information must be:

- a) Enclosed in a plain envelope or wrapping and clearly marked with the request of information number specified on the document.
- b) Lodged so as to ensure that they are received not later than the closing time and date specified for their receipt in accordance with directives issued with the document.

5.2 Number of copies required

The Supplier must submit two (2) copies and soft copy (disc or memory stick) (including the original) of each request for information lodged as specified in the request for information.

5.3 Closing date

All requests for information close on the date and the time indicated in *clause 1.5* herein above.

5.4 Late tenders

Request for information are late if they are received at the address indicated in the document after closing time and date. South African Airways (SOC) Ltd may, at its discretion, consider or refuse to consider any late request for information.

End of Standard Conditions for Request for Information